



BRIGHTON & HOVE CITY COUNCIL

JOB DESCRIPTION QUESTIONNAIRE

Job Title:	Front of House Officer Casual
Reports to:	Duty manager
Department:	Royal Pavilion
Section:	Royal Pavilion & Museums

Purpose of Job

To welcome visitors to the Royal Pavilion Estate and provide information on services, events, activities and the City's visitor offer; delivering an outstanding level of customer experience throughout their visit.

To maximise income in all commercial outlets through the sale of retail, publications, admission tickets, membership and events across our sites

To be responsible for the setting up and clearing up rooms for functions and to ensure the rooms are returned to their original state after events.

To provide a safe, easily accessible and friendly environment for all our users.

To assist in the smooth running of the Fire and Security procedures and ensure the security and safety of the buildings, collections, public and staff.

Principal Accountabilities

1. To welcome, engage with and inform our customers throughout their visit, and by doing so provide an excellent visitor experience. Ensure that Divisional service standards are met or exceeded at all times. In addition to customers to the buildings, visitors will include business clients, potential funders, contractors, deliveries and colleagues from within the division and from other parts of the Council.
2. To maintain excellent standards of dress and personal appearance. Staff will be required to wear the correct uniform (as provided), name badge, carry a security pass and radio (equipped with earpiece) as directed whenever on duty.
3. To communicate effectively between teams throughout the Royal Pavilion and Museums, to ensure the smooth day to day operation of the service and maximise customer satisfaction.

4. To encourage public interaction whilst patrolling and monitoring your area, ensuring that the buildings and collections are safe and secure, and that you are maintaining a safe environment for our visitors.
5. To report any changes in the standard environmental conditions (humidity, lighting etc) of public areas to the appropriate technician, conservation or curatorial staff.
6. To participate in briefing sessions to develop skills and knowledge pertinent to the post and participate in learning and development programmes.
7. To set up rooms for events according to requirements. This includes manual handling.
8. Assist with incidents and emergencies, including managing difficult situations and resolving conflict.
9. To utilise sales and customers service techniques to actively engage with visitors in order to drive up spend and customer satisfaction.
10. To promote and support customers in the use of multi media guides, including programming, handing out, recharging and maintaining stock levels.
11. To communicate effectively between teams throughout the Royal Pavilion and Museums, to ensure the smooth day to day operation of the service and maximise customer satisfaction
12. To develop effective knowledge of product ranges and to inform customers to promote higher sales.
13. To process sales (ticket, event and retail) and bookings, using relevant financial and IT systems
14. To supervise and safeguard accurate, secure cashiering and cashing up in compliance with audit requirements and financial regulations
15. To ensure retail areas are opened and closed according to established security, health and safety and housekeeping procedures
16. To assist with stock taking and stock control activities to ensure effective stock management and meet audit requirements.
17. To keep abreast of Royal Pavilion & Museum and Royal Pavilion Estate developments and City's tourist offer to maintain up-to-date and accurate knowledge in order to provide advice, information and assistance to customers.
18. Act as an advocate for the Royal Pavilion & Museums Foundation

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PERSON SPECIFICATION

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Essential Criteria

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Job Related Education, Qualifications and Knowledge	<ul style="list-style-type: none">• Knowledge of retail sales techniques• Good customer service and an understanding of issues relating to working in a historic building.• Knowledge and understanding of issues relating to fire safety, security and health & safety
Experience	<ul style="list-style-type: none">• Demonstrable experience of working with the public in a front line service, for example, retail, restaurant, visitor attraction or reception duties• Proven experience of good customer care skills in order to provide a first class customer experience• Experience of working with people from a wide variety of backgrounds and diverse range of needs in customer service.• Awareness of security and conservation issues in relation to museum artefacts and historic houses
Skills and Abilities	<ul style="list-style-type: none">• Ability to carry out cash handling duties accurately and efficiently.• Adaptable and flexible, with a commitment to developing own skills and willingness to work across all areas of the operation• Ability to assist customers in a wide range of enquiries• Computer literate and willingness to learn till systems• Ability to work effectively as part of a team or alone without regular supervision.• Must be able to lift furniture and stand for long periods of time.• Good customer care skills in order to provide a first class customer experience
Equalities	<ul style="list-style-type: none">• To develop practices within the directorate/division that uphold and develop the principles of the City Council's Inclusive Council Policy in relation to staff and to service provision.• To work within and actively promote the City Council's Inclusive Council Policy in relation to service delivery and

	staff management.
Other requirements	<ul style="list-style-type: none"> • Must have a professional standard of personal presentation and be prepared to wear the correct uniform including an ear piece and name badge whenever on duty and be responsible for maintaining it to a good standard. • Must be willing to learn about the history of the buildings and conservation issues that may affect duties. • Must be able to lift and walk for long periods, and react quickly in an emergency situation. • Must be prepared to attend training sessions or meetings as required. • Must have a willingness to work at short notice and it is essential that you are available to work weekends, bank holidays and evenings. • To maintain awareness of current Health & Safety legislation. • Must have a commitment to professional development.